

Representative Guide for Communication Utility

Sending Communication by Secure Website



Office of Disability Adjudication and Review

February 2007

ODAR COMMUNICATION UTILITY INSTRUCTIONS

The Communication Utility (CU) is a new tool which allows external users to securely send a one-way communication to a specific Hearing Office (HO). All communications sent through the CU are sent to an administrative mailbox of the selected HO. The CU is intended for ***non-case*** related communications, such as a change of address for a representative or a representative's schedule.

The CU is not a utility to send the HO electronic evidence; as such evidence is not routed to the Electronic Folder. Any ***case-related*** documents **MUST** be submitted via the Electronic Records Express (ERE) website or another method such as fax or mail.

New User Instructions for the Communication Utility


Logging In

1. Open an Internet browser (such as Internet Explorer or Netscape).
2. In the address window type in: <http://eme.ssa.gov> (do not type "www.").
3. Once you have this page up, click on "Favorites"
 - Click "Add to Favorites"
 - Where it says name, type in "ERE Website" and click the **OK** button.
4. Enter your **case-sensitive** Username and Password
NOTE: The Office of Disability Adjudication and Review (ODAR) will assist you in obtaining a Username and Password.
5. Click the **LOGIN** button.
NOTE: Users should be aware that, after three failed attempts to sign in, their account will be locked. If this occurs, additional assistance may be obtained online by sending an email to [EE Technical Support](#) or calling 1-866-691-3061. You may also report problems to [ODAR Rep Mail](#).

Social SecurityOnline
http://www.ssa.gov/

Social Security Administration

HomeQuestions?How to Contact UsSearch

 **Electronic Records Express Login**

Authentication failed. You have used an invalid User ID or invalid Password

Acknowledgement for Website Access

I understand that the Social Security Administration will validate the information I provide against the information in Social Security Administration's systems.

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my User ID.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

By entering your User ID, Password and clicking on the "Login" button, you certify that you have read, understand and agree to the above statements.

User ID

Password

LoginCancel

Note: -Password is case sensitive
-System will time-out after a half-hour of inactivity

If you need assistance with **Social Security**, please contact them via email: SSA.Comments@ssa.gov

Information about socialsecurity's Online Policies

The privacy of our customers has always been of utmost importance to the Social Security Administration. Our first regulation, published in 1937, was written and published to ensure your privacy. Our concern for your privacy is no different in the electronic age.

- [Details of socialsecurity's Online Privacy Policy](#)
- [Details of socialsecurity's Online Security Policy](#)
- [The Privacy Act and The Freedom of Information Act](#)
- [Paperwork Reduction Statement](#)

6. If this is the first time you are logging into the ERE website, you will be required to change your password; this is a security feature.
- The Change Password page should automatically appear. You can also access the “Change Password” option from the ERE Home Page (scroll down and the “Change Password” option is on the left side of your screen).

The screenshot shows the 'Electronic Records Express' page on the Social SecurityOnline website. The page has a red header with the site name and navigation links. A left sidebar contains links to 'Electronic Records Express Home', 'Change Password', and 'Logout'. The main content area is titled 'Electronic Records Express Change Password' and features a form with three input fields: 'Old Password: *', 'New Password: *', and 'Confirm New Password: *'. A red box highlights the form area. Below the form are 'Submit' and 'Cancel' buttons. A note states: 'An asterisk (*) indicates a mandatory field.' Below the form, a section titled 'To maintain a secure system, the account password needs to consist of the following requirements:' lists three bullet points: 'SSA accounts must have a minimum password length of 7 characters.', 'Passwords have to consist of both alpha and numeric/alpha-numeric characters. (Letters and numbers or special characters).', and 'Passwords are case sensitive.'

- Enter the password you were given by ODAR in the old password window.
- Enter a new password that is at least 7 characters long and includes both letters and numbers. Confirm your new password by entering it again in the last box. Remember that your Username and Password are **case sensitive**.
- Your password will expire every 90 days and you will be prompted to change your password; the screen below will appear after you login.

NOTE: You are given three attempts to enter your password. After the third attempt you will be locked out. If you are locked out of the website, you will need to send an email to [EE Account Info](#).

Social Security Online
www.socialsecurity.gov

Electronic Records Express

User Instructions


Electronic Records Express Home
Welcome to Electronic Records Express

Evidence Submission Services
[Send Response for Individual Case](#)

Communication Services
[Communication Utility](#)
[What's New?](#)

Bulletin Board
Update 02/05/2007
The Electronic Records Express application has been updated. For a description of changes to the application, please click on the 'What's New?' link displayed on this page. [Email for more information](#) or call toll free: **1-866-691-3061**
Ongoing website maintenance:
The website will be unavailable every night between 4:00 AM and 5:00 AM (ET) for routine maintenance.
[Email for more information](#) or call toll free: 1-866-691-3061

John Doe
odan.hq.rep@mail.ssa.gov
7037037033
Log Out

From here you can also:
[Modify your account information](#)
[Change your password](#)

For your security, please log out and close all Internet windows

When you have changed your password after your first login, you may proceed with sending a secure one-way communication to ODAR.

Note: The ERE Home Page lists a number of electronic transmission features. Only the “**Communication Utility**” under “Communication Services” and “**Send Response for Individual Case**” under “Evidence Submission Services” are available for ODAR users at this time.

7. Entering a correct Username and Password will bring you to the ERE Home Page.

Getting Started

At the **Home Page** click on the **Communication Utility** link under in the Communications Services section.



This will bring you to the Communication Utility page.

- Step 1:** Click on the drop-down menu to select the HO where you wish to send the communication. Enter the subject of the communication in the SUBJECT box.
- Step 2:** If you are attaching a document, select the “Browse” button to select the file you want to send. To send additional files, select the “Add Another File”. The file(s) you are sending cannot exceed 5 megabytes in size.

NOTE: DO NOT SEND DOCUMENTS THAT ARE CASE RELATED.
The communication utility is for general information purposes only.

- Step 3:** If you are including a narrative, enter your text message here.
- Step 4:** Click the Submit button to send your message. You will get a confirmation indicating your message has been sent.

Social SecurityOnline
www.socialsecurity.gov

Electronic Records Express
Electronic Records Express Home User Instructions

Name: John Doe
[Logout](#)

Select the destination and enter the subject of the message.
Destination: [Select Destination]
Subject: _____

Attach and upload files for this message.
A maximum of 8 files can be added and all files must total less than 5MB.
File types accepted: .wpd .doc .rtf .jpg .bmp .txt .xls .pdf .tiff .tif .zip
Browse...
Add Another File

Enter your message.
You can type up to three letter size pages (16,000 characters).

[Submit](#)

Change Your Email Address:

If your email address shown on the ERE website Home page (in the User Information box) is incorrect, take the following steps to correct:

- Step 1:** Select the 'Change' link within the User Information box.
- Step 2:** Enter your new email address within the 'Email' field.
- Step 3:** Select the 'Submit' button to forward the change.
- Step 4:** A Confirmation Email will be sent to your new email address once the change is processed.

Social SecurityOnline
www.socialsecurity.gov

Electronic Records Express
Electronic Records Express Home User Instructions

John Doe
odar.hq.rep.mail@ssa.gov
7037037033
[Log Out](#)

From here you can also:
[Modify your account information](#)
[Change your password](#)

For your security, please log out and close all Internet windows when you are finished.

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Welcome to Electronic Records Express

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Access Keys:

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button	Access Key
Add Another File	2 – 8 (number corresponds to the file to be added)
Cancel	n
Continue	c
Edit	w
Home	m
Prior	p
Send Another Report	r
Send Another Response	r
Submit	b
Try Again	g

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note:

1. To use these keys select the “Alt” button on your keyboard and the access key simultaneously.
2. **Internet Explorer 6 Browser Users Only:** In order to trigger the “Browse” button on the Electronic Records Express Submission pages you will need to use the space bar if you are using keyboard access.